



Patent
256/167 (prev. 6646-101NQ)

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

Ronald A. KATZ

Serial No.: 09/648,691

Filed: August 25, 2000

For: TELEPHONIC-INTERFACE
STATISTICAL ANALYSIS SYSTEM

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) **Group Art Unit:** 2632
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) **Examiner:** S. Weaver
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INFORMATION DISCLOSURE STATEMENT UNDER 37 CFR 1.97(b)

Commissioner for Patents
Washington, D.C. 20231

Sir:

Applicant is submitting copies of Forms PTO-1449 citing prior art that was considered by Primary Examiner Stella Woo in a related application Serial No. 08/306,456. That all of the art submitted by Applicant before was considered by Examiner Stella Woo is evidenced by the Examiner's signature on the attached Forms PTO-1449. Applicant is submitting copies simply to make a record in this file of the body of art considered by Examiner Stella Woo in Applicant's related Application Serial No. 08/306,456. Specifically, attached to this information disclosure statement are copies of Forms PTO-1449, for Examiner Weaver's consideration and signature.

Since submitting these Forms PTO-1449, other information or references have come to Applicant's attention that may be of interest. Applicant respectfully notes that such information

CERTIFICATE OF MAILING UNDER 37 CFR 1.8

I hereby certify that this document (along with any referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as First Class mail in an envelope addressed to the Commissioner for Patents, Washington, D.C., 20231.

Date:

6/21/02

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is not more relevant than the cumulative art of record before the U.S. Patent and Trademark Office. Nonetheless, Applicant respectfully submits this information for the Examiner's independent consideration. Forms PTO-1449 that are captioned Supplemental XI cites materials brought to Applicant's attention by a company named Vanguard Group, Inc. Applicant has also learned of a Brigham Young University (hereafter "BYU") BYU reference, likely, a thesis found in the BYU library, or possibly the BYU student registration system, that may be of background interest. Applicant was not provided with a copy of this reference and therefore cannot provide it to the U.S. Patent and Trademark Office. Supplemental XII cites an article entitled "*100 Cool Call Center Things*," which describes when specific aspects of call center technology were introduced.

Finally, Applicant submits additional Forms PTO-1449 captioned Supplemental XI, which cites patents recently cited by Examiner, in Applicant's related Application Serial No. 09/861,377. The undersigned is providing copies of references cited in Supplemental X and XII. It is assumed that the Examiner can obtain copies of the patents cited in Supplemental XI on-line.

Applicant requests that under 37 C.F.R. 1.97(b), the accompanying Forms PTO-1449 that list references should be placed in this file to make it available for future access by others.

The items identified in this Information Disclosure Statement may or may not be "material" pursuant to 37 CFR § 1.56. The submission of these documents by Applicant should not be construed as an admission that any such patent, publication or other information referred to in these documents is material or considered to be material (37 CFR § 1.97(h)), or even qualifies as "prior art" under 35 USC § 102 with respect to this invention, unless specifically designated by Applicant as such.

The filing of this Information Disclosure Statement should not be construed to mean that a search has been made or that no other material information, as defined in 37 CFR § 1.56, exists.

This Information Disclosure Statement is being filed in accordance with 37 CFR §§ 1.97(b) and 1.98. The Examiner is hereby authorized to charge any deficiencies or any additional fee required by this paper to A2D L.P.'s Deposit Account No. **50-1636**.

Dated: 6/20/02

Respectfully submitted,

By: 

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